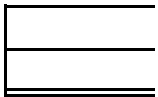


Division of Administration

2005 Employee/Client Services Evaluation Survey Results

Division of Administration includes Accounting Services, Budget/Mgt Analysis Services, Business and Contract Services and Human Resources Units					
Rating Factors	Strongly Agree	Agree	Neutral/ Not Sure	Disagree	Strongly Disagree
The service I received was high quality.	105	37	4	3	1
The service given was helpful.	106	39	4	0	2
The information given to me was easy to understand and follow.	103	40	4	2	1
My issue was resolved in an acceptable time frame.	100	37	9	2	2
The staff member assisting me was knowledgeable.	110	35	4	1	1
Staff's interaction with me was professional and courteous.	119	27	2	1	0
Staff ensured that I understood the information provided and my role in the process.	108	35	7	0	0
Sub-Totals	751	250	34	9	7
Percentages	71.46%	23.79%	3.24%	0.86%	0.67%
Number of Contacts	1	2	3	4	5
How many times did you contact the Division before receiving a response?	123	12	8	1	2
Percentages	84.25%	8.22%	5.48%	0.68%	1.37%
Timeframes	4 Hours or Less	1 Business Day	2 Business Days	3 Business Days	4+ Business Days
After your contact, within what time frame did you receive a response?	83	48	8	1	5
Percentages	57.24%	33.10%	5.52%	0.69%	3.45%
Role Awareness	Yes	No	N/A	---	---
Were you made aware of your role and the process involved in resolving your issue?	112	2	35	0	0
Percentages	75.17%	1.34%	23.49%	0.00%	0.00%
First Contact	E-Mail	Phone	Letter	Fax	Other
How did you first contact the Division of Administration?	59	64	0	0	24
Percentages	40.14%	43.54%	0.00%	0.00%	16.33%
Category	Staff	Mgmt.	Control Agency	Public Sector	Other
Employment Status	74	49	7	2	16
Percentages	50.00%	33.11%	4.73%	1.35%	10.81%





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